

Designation:	Team Leader Planning Support
Grade:	Stroud 5
Responsible to:	Head of Development Management
Service Area:	Development Management
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- At least 5 GCSEs grades 9 to 4 including Maths and English Language or equivalent

EXPERIENCE

- Previous experience as an administrator with supervisory responsibilities
- Experience of handling enquiries from a variety of stakeholders, colleagues and members of the public
- Experience of managing budgets, financial processes and setting up and maintaining administrative systems.

SKILLS & KNOWLEDGE

- Numeracy skills
- Good customer service skills
- Excellent written and verbal communication skills
- Excellent IT skills, including Word, Excel and Powerpoint.
- Attention to detail, accuracy and proof reading skills
- Strong organisational skills and that ability to multi task.

PERSONAL ATTRIBUTES

- Able to work calmly and effectively under pressure and in challenging circumstances
- Professional manner in dealing with colleagues and the public
- A 'can do' attitude, showing initiative.
- Ability to manage own time and workload.
- Ability to research and problem solve.

DESIRABLE CRITERIA

QUALIFICATIONS

- Relevant professional qualification
- Management qualification

EXPERIENCE

- Experience working for a local planning authority, preferably in development management
- A working knowledge of the General Permitted Development Order

SKILLS & KNOWLEDGE

- Experience of using Idox and Uniform software

OTHER

- Appreciation of the importance of health and safety

CORE COMPETENCIES

1. Managing & Developing Staff

You will be able to demonstrate:

Investment in staff – providing the appropriate resources and opportunities for individual and team development.

Appreciation – recognise the contributions of your team members and acknowledge this.

Manage Diversity – treat individuals with respect and consideration.

Manager Individual and team performance – Provide clear direction and feedback to maximise performance of your service.

Leadership – demonstrate confident leadership skills, setting goals and objectives for your team. You will be able to motivate, inspire, encourage and support your team to do well.

2. Business & Financial Management

You will demonstrate commitment to the Council's vision and promote this within your team.

You will demonstrate a clear understanding of, and be focused on, effective financial control and management.

3. Managing Change

You will be able and willing to respond to new work challenges and adapt to new situations, keeping ahead of the business environment changes in order to remain effective, efficient and relevant.

4. Focus on Improvements

You will be able to demonstrate:

Excellent customer service – being responsive, focused on customer needs, operating professionally and with sensitivity.

Innovation and creativity – seeking the best way to deliver services, promoting innovation with the ability to learn and manage the risk to the service and Council.

5. Proficient Communication

You will be able to influence others through effective communication, managing to keep yourself and others informed.

6. Shape and Support the priorities of SDC

Demonstrate an understanding of, and commitment to, the Council and its services. You will be consistent, accountable and work with integrity.

7. Accountability

Take personal accountability for activities that impact the team, service and Council. Accept responsibility, demonstrating a positive, focused attitude.

In addition to the management competencies the employee competencies will also apply.